

OPENING THE CONCESSION

- Before opening all 3 concession windows:
 - Get register ready- see register notes
 - Make 2 batches of popcorn.
 - Make 1 pot of coffee.
 - Make 4 pretzels.
 - Start 3-6 hot dogs and 2 polish by 11am on weekends, and immediately on weekdays. Turn both heat controls to 6, and when the product gets hot turn down to 4.
- When you are ready to open, open **all 3 concession windows** by unlocking each window at the bottom, and then pull down on the straps for them to raise the window. Do not let the bottom of the window go higher than the black mark.

CLOSING THE CONCESSION

After the last group is off the ice (or when the rink guy says you can close):

- Close concession windows by pulling on strap. Lock the bottom of the window.
- Close out register (see register notes). Place all money and filled out sheet from bank bag in the bank bag and put the bank bag in the mail slot of the main office door.
- COFFEE- dump filter and any coffee and wash pot and filter holder. DO NOT POWER OFF
- POPCORN- throw away leftover popcorn, turn off all switches on the front of the machine, remove, wash, and replace the doors, wipe the inside of the machine *DO NOT TOUCH WARMING LAMP* wash popcorn scoop.
- PRETZELS- throw away leftover pretzels, turn off warmer (power switch on the right side at the bottom, wipe inside and outside of warmer.
- CAPPUCINO/HOT CHOCOLATE- fill hoppers inside of the machine, empty and wash the drip pan. DO NOT POWER OFF
- HOT DOGS/POLISH- turn off heat controls but leave rollers on. Remove, wash, and dry the drip pan from under rollers. While rollers are still turning, wash them with a soft sponge or rag. Turn off the rollers. Replace the drip pan.
- NACHOS- clean off any spilled cheese. DO NOT POWER OFF
- PIZZA- clean pizza oven catch tray and wash pizza warmers pans
- COUNTERS- wash all counters in concession.
- POP- stock pop cooler. *Fill from the back as this product is dated! Newest on the right.
- GARBAGE- take bags from small garbage cans and put them in the large garbage can, place the large bag outside of the concession door for the arena worker, replace bags in all garbage cans.
- SWEEP- sweep the floor.
- LIGHTS OUT- turn off the lights and shut the concession door behind you.

HOW TO MAKE/SERVE

COFFEE - make sure the coffee pot is on, put a coffee filter in the holder and add 1 pack of coffee, and replace. Make sure pot is lined up under the filter holder for coffee to drip into pot, press brew *water never needs to be added.

CAPPUCCINO/HOT CHOCOLATE - press and hold dispenser button until cup is 2/3 full then release and let cup fill

HOT DOGS/POLISH - put hot dog in a bun and serve on a hot dog tray. If you need more hot dogs or polish, place them on the warmer and do not serve until heated. Never turn warmer lower than "4" (hot dogs and polish should be thawed in baggies in the refrigerator, when baggies are low, fill new baggie with frozen product and place in fridge to thaw)

MINI DONUTS- take a baggie of 8 mini donuts out of the small freezer and put in the oven at 350 for 3 minutes, put in a donut bag and put some donut sugar in the bag and shake the bag.

NACHOS -fill a 2 ounce cup with cheese, put a cup of cheese and a bag of chips in a boat container. If cheese runs out, get the rink guy to come change it ***do not do yourself***

PIZZA- pizzas are in the small freezer- bake at 375 for 13 minutes, cut into 4 pieces, place in the pizza warmer. Serve on a paper plate.

POPCORN - serve in popcorn bag

- Turn on kettle heat
- Turn on agitator
- Turn on lights
- Add packet of kernels and butter to agitator
- Close cover
- When popping slows dump kettle
- Turn off kettle heat and agitator

PRETZEL -Pretzels are in baggies in the fridge. Preheat the oven at 400 for 5 minutes, bake pretzels at 400 for 5 minutes, put pretzels in pretzel warmer and make sure the warmer is turned on (power switch is on right side at the bottom of machine). If the customer wants salt, use a spray bottle to wet pretzel and set in salt. Serve on a paper plate. There should be at least 4 bags of 4 pretzels in the fridge, if there isn't take pretzels from freezer and put into baggies and place baggie in fridge to thaw.

RAMEN- fold lid back half way, fill to inside line with hot water from coffee maker, close lid and give to customer, tell them to let it stand for 3 minutes and then stir thoroughly

